

Frequently Asked Questions: Electronic Visit Verification

OHIO DEPARTMENT OF MEDICAID

November 2022

Electronic Visit Verification (EVV) captures point-of-service information for certain home and community-based services. EVV is used by direct care workers to document the time services begin and end, the provider, the Medicaid recipient, and the location of the service.

- December 2016, Congress passed the 21st Century Cures Act requiring state Medicaid programs to implement an EVV system for certain home and community-based services. [Section 12006\(a\) of the 21st Century Cures Act](#).
- January 2018, ODM began using an EVV system and implemented in [Ohio Administrative Code Rule 5160-1-40 | Electronic visit verification \(EVV\)](#).

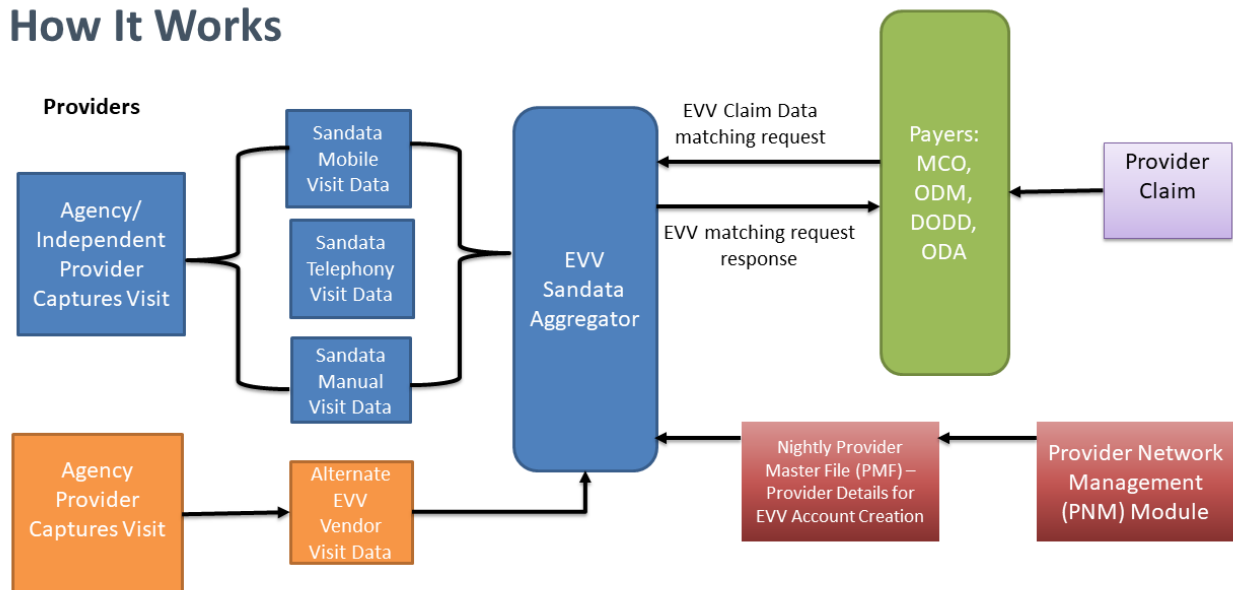
See [Appendix: Index of Questions](#) for quick reference.

GENERAL QUESTIONS

1. How does EVV Work?



How It Works



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Medicaid providers, including direct care workers, are required to use EVV when rendering certain services. Providers have options for how to submit visits to the EVV data aggregator. The aggregator is where all visit information is collected and stored. The provider submits a claim for services to the appropriate payer, and that payer sends the claim request to the aggregator to find a matching visit.

Providers are responsible for maintaining their information in ODM systems and maintaining the individual's information in the EVV system. If information in the EVV system is not accurate, the visit may not match the claim. If no matching visit is found, a response is sent from the payer to the provider noting this. In the future, a claim may be denied due to no visit match.

2. Which Ohio Medicaid services are subject to EVV requirements?

- EVV is required for the following services:
 - Home health nursing and home health aide services
 - Private duty nursing (PDN)
 - Registered nurse (RN) assessment
 - Ohio Home Care Waiver nursing, personal care aide and home care attendant services
 - Level One, Individual Options, and SELF Waiver homemaker personal care services billed in 15-minute units
 - Individual Options Waiver nursing services
 - PASSPORT Waiver nursing, personal care, and home care attendant services
 - Comparable services offered through Medicaid managed care and MyCare Ohio plans
- Home health therapy and participant-directed services are subject to EVV, but it is not currently required.
- Additional information about services subject to EVV requirements can be found here:
<https://medicaid.ohio.gov/static/Providers/EVV/Providers/Covered-Programs-and-Services.pdf>

3. Does EVV apply to services provided through the Ohio Department of Aging (ODA) Assisted Living Waiver?

No, EVV does not apply to services provided through the [Assisted Living Waiver](#). However, if an individual is enrolled in the Assisted Living Waiver and receives state plan services subject to EVV requirements, the provider of the state plan services is required to use EVV.

4. What are the benefits of an EVV system?

- Improves quality of care by making providers' activities transparent and measurable.
- Increases efficiency because reporting is automated and claims submission is cleaner.
- Records provided service information to reduce the likelihood for error or fraud.

5. Who is ODM's contractor for the EVV system?

ODM contracts with Sandata Technologies LLC for the EVV system, provider training and technical support. The Sandata system is available to providers at no cost.

6. Who is responsible for installing the EVV system?

There is no installation required with the EVV system. Agencies and direct care workers access the Sandata EVV system via the Internet. This requires a current web browser and sufficient Internet connectivity.

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EVV DEVICE & APPLICATION (APP) QUESTIONS

7. How can a provider log EVV visits?

A provider has several options for the method of visit capture. The preferred method is by using an app that is downloaded onto the provider's personal device, or a state-provided device shipped to the individual's home. EVV visits may also be captured using a telephone by using a series of prompts. Lastly, a visit may be captured using a computer to manually enter the visit. This option is available but creates additional administrative steps for the provider and may result in more frequent auditing. Users of alternate EVV systems may have other options for capturing visits.

8. How do providers request a state-provided device?

Once a provider completes the required EVV training and gains access to the Contractor's EVV portal and eTRAC portal (<https://etraconline.net>), devices can be requested through either portal.

9. How does the EVV device get to the individual?

Mobile devices are shipped to the individual receiving services via Fed-Ex. The package must be signed for upon delivery. The mobile device stays with the individual until he or she no longer receives qualifying services. At that time, providers should use eTRAC to initiate returning the device to the contractor at no cost to the provider or individual.

10. Can the camera or microphone on the state-provided device be turned on remotely?

The camera on the device is disabled during configuration and is not operational. It cannot be remotely turned on. The microphone can be turned on by the user to capture a voice verification of service delivery. Voice verification is available in the EVV system but is no longer required.

11. Is the device tracking my movements?

The EVV device only collects location using GPS at the start and end of the visit. It does not track an individual's or a direct care worker's activity during the visit or when a visit is not occurring.

12. Does the Ohio EVV Program use fingerprint or facial recognition technology?

Facial recognition technology is not available on a device provided by Sandata. A direct care worker who has fingerprint or facial recognition enabled on their personal device and uses the mobile app on that personal device can choose to use the same technology to log into the app when recording visits.

13. How secure is the device and data that is transmitted?

The EVV contractor has taken every precaution to ensure their systems are secure. Contractor's security meets the standards set by the Health Insurance Portability and Accountability Act of 1996 (better known as HIPAA), National Institutes of Standards and Technology and the Federal Information Processing Standards. The security is validated by third-party information technology audits and testing.

14. How do I use the EVV mobile app?

The EVV mobile application, Sandata Mobile Connect (SMC), can be downloaded to either a smartphone or tablet owned by a provider or a direct care worker at no cost at the Apple Store or the Google Play Store. If the provider chooses to use the SMC app, instead of the state-provided device, the following conditions must be satisfied:

- Any cost incurred for equipment or data services shall not be the responsibility of ODM or the individual receiving services.
- The GPS functionality of the device must be turned on for the purposes of the data collection application when the application is used to collect visit data.
- Data services connected to the provider's personal device shall be used to transmit visit data from the application in near real time.

It is important to update the application as releases are available for the best functionality.

Mobile Device Requirements:

- Android Smart Phone (5.0 or higher)
- IOS (12 or higher)

Mobile Hardware Requirements:

Processor: 1GHz or higher;

Disk Space: ~200Mb;

Display: – SmartPhone: 480 x 800; Built in GPS; and

Internet Connection: Required for syncing or for running in connected mode- 4G, 5G preferred.

16. Can more than one provider use the same device to record services to an individual?

Yes. Every direct care worker will have unique log in credentials so the device can be used by all the direct care workers who provide services to an individual.

17. What should I do if the device cannot be used for the individual I care for or the individual refuses to use the device?

The Ohio EVV system includes three ways to record a visit. Mobile visit verification (MVV) using a state-provided device or an app on a device owned by the direct care worker or provider is the preferred option. Telephony and manual visit entry are available if needed to meet the needs of the individual. These options can be used if and the case manager should include this information in the person-centered services plan for the individual.

If an alternative method to the device or app is going to be used on a consistent basis and the individual receiving services is enrolled in a waiver, the alternate method should be documented in the service plan and/or related documentation.

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EVV PROCESS QUESTIONS

18. How can I receive all the information I need about Ohio's EVV program?

The EVV team releases monthly newsletters that highlight EVV updates for the Ohio program. You can sign up for EVV communications from ODM on our [website](#). Additionally, ODM hosts [webinars and educational sessions](#) that anyone can attend.

Also be sure to keep your email and address current in the Provider Network Management (PNM) Module.

19. Do I have to use the State's EVV system?

Non-agency providers must use the State's EVV system. Agency providers may choose to use an alternate data collection system that has been approved by ODM.

20. Is there a cost to me for using the EVV system?

ODM makes the Sandata system available to all providers at no cost. An agency provider who chooses to use an alternate data collection system is responsible for costs related to that alternate system.

21. I am an agency provider. If I am already using an alternate EVV system, do I have to switch to the Ohio EVV system?

You may continue to use your alternate EVV system, but you and your alternate vendor must complete the [certification process](#) with ODM and its EVV contractor.

22. Are there any exceptions to EVV requirements?

Home and community-based services reimbursed through a daily rate are not subject to EVV requirements. Also, when a service subject to EVV requirements is provided via telehealth, EVV is not required.

Home Health Therapy and participant directed services are not subject to EVV requirements at this time in OAC 5160-1-40 but are available in the EVV system.

23. What if I need to run errands for an individual prior to arriving at his or her home?

EVV does not limit your ability to provide services necessary to meet the individual's needs. If the service

you are providing includes errands and the services are in the Person-Centered Services Plan (PCSP), you can complete errands for the individual before arriving at the individual's home.

The direct care worker has several options for starting the visit in EVV. These options include using the app on a personal device, using telephony, or waiting until he or she arrives at the individual's home to start the visit on the state-provided device. If the direct care worker waits until he or she can use the state-provided device, the provider must edit the start time in the [Sandata portal](#) to reflect the time when services began.

24. Will direct care workers be required to complete time sheets and collect signatures from individuals to verify services/tasks completed each visit?

While the EVV program does not require client signature for visit verification, documentation requirements are specific to each program. Please check with the payer to verify documentation requirements in addition to EVV.

25. What happens if the EVV device cannot connect to the system?

If GPS or cellular coverage is not available for a visit, a direct care worker can use telephony or manual visit entry to capture visit information.

26. What if I can't use the EVV device or the SMC app?

The device or the app should be used to record visits in the EVV system whenever possible. If the device or app are not available for any reason (including the needs or preferences of the individual), the direct care worker can use telephony (starting or ending a visit with a phone call) or manual visit entry directly into the Sandata EVV portal.

27. What do I do when I am no longer providing services subject to EVV requirements to an individual?

A direct care worker uses [eTRAC](#) to notify the EVV contractor when they no longer provide services subject to EVV requirements to an individual. The EVV contractor will determine whether other providers are using the device for services provided to the individual. If the individual is no longer receiving services subject to EVV, a prepaid envelope will be sent to the individual that can be used to return the device.

28. Will I have access to the State's EVV aggregator?

All providers have access to the aggregator. However, only those providers who are using the State's EVV system can edit or enter visit data in the Sandata EVV portal. Agency providers who use an alternate EVV system must edit and enter visit data directly into their alternate system.

29. How long does it take visit information to appear in the Sandata EVV portal?

Visit information is available in the Sandata EVV Portal in near real time.

30. How often do passwords expire?

Passwords expire every 60 days. Providers will receive notice when they log into the system that the password is about to expire.

31. Does every employee have to have an email address? What if they do not have a work email or a personal email?

Every employee logging their visits via the State's EVV system needs a unique email address. Free email accounts can be easily obtained through sites such as Gmail, Hotmail, and Yahoo.

32. Can you use the same email address for multiple agency employees?

No. Every employee logging their visits via the State's EVV system needs a unique email address.

33. What do I need to do if an individual for whom I provide services moves?

Please update the individual's address in the Client Record in the State or alternate system's EVV portal.

34. Does the direct care worker have to use a phone in the individual's home for telephony?

No. The direct care worker can use any phone to record a visit using telephony.

35. How many addresses can I add for places that I provide services and for the individual's residences?

The EVV system is required to accommodate as many addresses needed. Addresses can be a street address or a PO Box.

36. Will EVV alert providers if they did not complete an earlier visit?

When a direct care worker logs into the EVV device, the system will check for any open visits using the same log-in credentials. If the system finds an open visit, the direct care worker will be asked to abandon the visit (if he or she needs to open a new visit) or to complete a visit. If a visit is abandoned, a "missing out call" exception will post and the provider will use the visit maintenance functionality to clear the exception.

37. Will an individual with more than one provider have more than one Client ID?

Yes. The individual will have a unique Client ID for each provider.

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TRAINING QUESTIONS

38. What training is available for providers?

Self-paced, online training is available for all providers of services subject to EVV requirements. You can learn more about available training and how to use those resources on the [ODM EVV webpage](#).

39. Do I have to complete training for EVV?

All providers of services subject to EVV must complete some training prior to receiving log-in credentials for the EVV system. A representative of an [agency provider](#) must complete the Overview and Security modules. A direct care worker or [non-agency provider](#) must complete the Overview module. Additional modules for specific system functions are also available. Upon completion, providers receive a training certificate. The training certificate must be uploaded to the PNM portal.

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EVV CLAIMS MATCHING

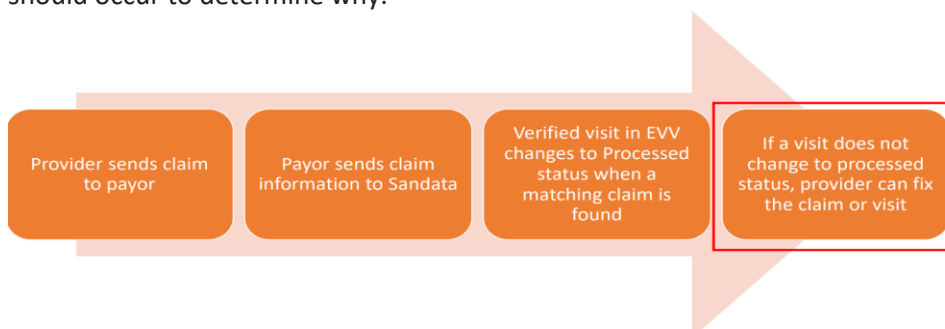
40. How does EVV visit and claims matching work?

Before a provider can bill for a service with an EVV visit record, the visit must be in the “Verified” status. If the visit record is in an “Incomplete” status the exceptions, or errors, must be fixed before submitting the claim.

There are five data elements that must match when matching a claim to an EVV visit record.

1. Date of Service: The visit start date must match the date of service.
2. Service Code: The service code on the visit must match the service code on the claim.
3. Provider: Provider ID must match on both the claim and visit record.
4. Individual’s ID: Individual ID/Recipient Medicaid ID must be the same on both the claim and the visit record.
5. Units Billed: The units billed on the claim must be equal to or less than the number of units on the EVV visit record.

Once there is a successful match between the EVV visit record and the claim the status of the EVV visit record will change to “Processed”. If after the claim has been billed the EVV visit record is still in a “Verified” status it indicates there was not a successful match with the claims record and an investigation should occur to determine why.



41. How are visit times converted to units for billing?

You can view the EVV time/units rounding tables here: _

<https://medicaid.ohio.gov/static/Providers/EVV/Providers/Time-to-Units-Conversion-Table.pdf>

42. What if I bill for a service with a loaded first hour?

When billing for a service that allows for a loaded first hour of reimbursement, the number of units billed should be equal to or less than the number of units on the EVV visit.

43. How will EVV impact billing?

The way that you bill will not change due to EVV. You should always clear any exceptions on visits prior to submitting a claim for payment.

[Back to EVV Claims Matching Questions](#)

ALTERNATE EVV SYSTEMS FOR AGENCY PROVIDERS

44. I am an agency provider and use a different EVV system than what the State provides. How do I send visits to the State's aggregator?

Please see the [ODM Alternate EVV system webpage](#) for all technical and business requirements.

Agency providers must contact OHAAltEVV@sandata.com or call 844-289-4246 for EVV certification requests including certification initiation.

45. If my alternate vendor already went through the ODM certification process, do I need to complete the certification process also?

No. The steps necessary to obtain production credentials can be found on the [ODM website](#).

46. Can a non-agency provider contract with an alternate vendor?

No. Non-agency providers must use the State's EVV system. ODM provides the EVV system free-of-charge to non-agency providers.

47. Can an agency use an alternative EVV system and still use the ODM state-contracted system for logging visits?

Yes, it is possible for an agency to use multiple certified alternate EVV systems to log EVV visits or use an alternative EVV system and the state-contracted system.

48. Where can I find the list of exceptions and reason codes that need to be in my alternate EVV system?

The [list of exceptions](#) and the available [reason codes](#) are available on the ODM website.

49. How often will my data be uploaded from my alternate EVV system to the Sandata Aggregator?

Alternate EVV systems must send completed visit data (via the alternate EVV technical interface) to the aggregator within 24 hours.

- Visits must be in the aggregator and in a 'Verified' status before billing occurs.
- Incomplete visits and visits with exceptions may also be sent to the aggregator.
- All data elements must be sent in accordance with the Alternate EVV Technical Specifications.
- Only completed visits are required to be submitted to the aggregator. The Alt EVV interface will accept incomplete visits if providers/alternate vendors choose to send them.
- If data is not sent in a timely manner or in accordance with the technical specifications, ODM may require the agency to use the Sandata system.

50. How do I know I have an exception that needs to be resolved?

Since your alternate EVV system is where you log and manage visits, you should see and resolve exceptions, or errors, in that system. You can also see exceptions in the aggregator. Updated visits must be sent to the aggregator within 24 hours of any changes.

51. Where do I make edits to visits, if needed, when using an alternate EVV system?

All edits to visits made through an alternate EVV system can only be made directly in that alternate EVV

system. The updated visit must be sent to the aggregator within 24 hours of the change.

52. How long will the alternate EVV certification process take?

There is no set timeframe for the alternate EVV certification process. It is important to allow sufficient time for development and testing of the alternate EVV system. Agencies are responsible for timely communication with the State and its contractor to establish an agreed-upon date for testing and completion of the testing process. Agencies should plan to actively participate throughout the certification process with their alternate EVV vendor.

53. Where will my client and employee data be stored?

Client and employee data is stored and managed in your alternate EVV system. The data will also be stored in the Sandata Aggregator in a read-only format.

54. My agency is using an alternate EVV system that is not certified. Will claims for those visits be denied?

If your alternate EVV system is not certified, the visits will not be accepted by the Sandata Aggregator. Make sure you are either using a certified alternate EVV system or the Sandata EVV system to avoid future claims denials or compliance issues.

55. Is an alternate vendor required to add the three new MCOs in their system if the provider they are supporting will not be working with any of the 3 new MCOs?

All alternate vendors are required to add the 3 new MCOs in their systems before 12/1/2022. This is because the member/individual receiving services chooses the MCO, and the MCO is contracted with the provider to provide services to the individual.

ODM does recognize that some alternate vendors are approved in Ohio and provide services to Agencies that only render DODD waiver or ODA waiver services. These are exceptions that are allowable. It is up to the Agency provider to ensure that requirements outlined in Ohio Administrative Code (OAC) 5160-1-40 are being followed.

[Back to Alternate EVV Systems for Agency Providers Questions](#)

EVV CONTACTS

Contacts	Types of Questions Fielded
Sandata EVV Provider Hotline ODMCustomerCareEmail@sandata.com 855-805-3505 Hours of Operation: Mon-Fri, 7am-8pm Sat-Sun, 9am-5pm	<ul style="list-style-type: none"> Sandata technical questions Device Help Getting Started with EVV EVV Visit Maintenance
Sandata Alt EVV Team ohaltevv@sandata.com	<ul style="list-style-type: none"> Alt EVV technical questions
ODM EVV Team ODMEVV@sandata.com 614-705-1082	<ul style="list-style-type: none"> EVV policy questions Services subject to EVV EVV and claims matching logic Alternate EVV requirements
ODM Provider Assistance 800-686-1516	<ul style="list-style-type: none"> Questions on account in the ODM OMES systems Billing questions Identify provider Medicaid provider ID Updating contact information
Medicaid Fraud medicaidfraud@medicaid.ohio.gov 800-282-0514	<ul style="list-style-type: none"> To report suspected or potential Medicaid fraud and abuse
Ohio Medicaid Consumer Hotline	<ul style="list-style-type: none"> Assistance for Individuals Using Long Term Services and Supports Subject to EVV Requirements:

EVV HELPFUL RESOURCES

Resource Title	Description
ODM EVV Fact Sheet <i>pdf document</i>	One page summary of the EVV program for providers, agency staff, case managers, and others.
ODM EVV page <i>Webpage</i>	The general ODM EVV webpage for providers and stakeholders.
EVV Newsletters <i>Webpage</i>	Monthly EVV newsletters highlighting program changes/updates. Subscribe to ODM EVV communications.
EVV Webinars <i>Webpage</i>	The ODM EVV team hosts monthly webinars and post the recording and slides from each webinar. Upcoming and historical webinars can be found on the ODM EVV webpage.
EVV Tools and Helpful Documents <i>Webpage</i>	ODM webpage for helpful documents on the EVV program, Sandata system, telephony, devices, payor systems and Zendesk Sandata help desk portal.
Programs and Procedure Codes Included in EVV <i>pdf document</i>	List of covered programs and services subject to EVV requirements, listed by payor.
Time to Units Conversion <i>pdf document</i>	Time to units' conversion for EVV services, by payor.
Sandata Help Desk Ticketing portal – Zendesk <i>Webpage</i>	Helpdesk portal to access open and historical tickets submitted by users to Sandata and the ODM EVV team.

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ADDITIONAL RESOURCES